

UMSA Resident Satisfaction Survey

Dear Miami-Dade County Resident:

Recently your household was sent a postcard from County Manager Steve Shiver stating that your household was randomly selected to participate in the 2003 Resident Satisfaction Survey. Miami-Dade County government wants to improve its services and it needs to hear your views to better meet your service expectations. This questionnaire will take you about 10 - 15 minutes to complete and we appreciate your participation.

This survey should only be completed by residents of Miami-Dade County (i.e., people who live within Miami-Dade County). The Hay Group, an internationally recognized survey research firm, is handling all processing of the results. Please be assured that all responses will be grouped together and remain **anonymous**. Your input in this random sample is very important and your responses will be treated **confidentially**. If a question does not apply to you, or you have no idea how to answer, skip it or circle the choice labelled "Don't Know or Not Applicable".

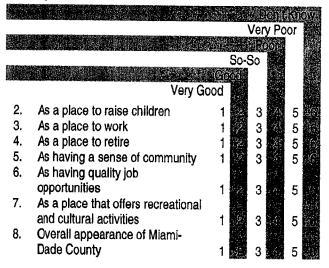
Please note: By turning this survey over, you may complete it in Spanish.

Please **reply within 5 days** using the enclosed pre-paid, pre-addressed envelope to the Hay Group. If you have any questions, please contact Miami-Dade's survey hotline at 305-375-1111 or e-mail to hayinsight@haygroup.com. Thank you in advance for your participation.

IN GENERAL

- 1. Overall, how would you rate Miami-Dade County as a place to live? Choose ONE answer by circling the number:
 - 1. One of the best places to live
 - 2. Above average
 - 3. Average
 - 4. Below average
 - 5. One of the worst

How would you rate Miami-Dade County regarding each of the following? Choose ONE answer for each line across:



When you think of Miami-Dade County government, what comes to mind? Write your answer below:

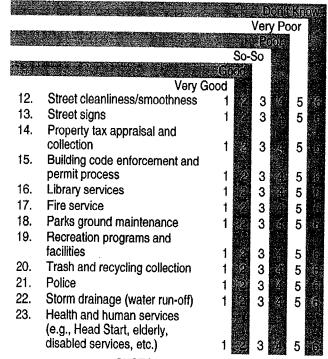
SERVICES

- How much do you know about the services provided by Miami-Dade County government? Choose ONE answer:
 - 1. A great deal
 - 2. Quite a bit
 - 3. Some

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- 4. Little
- 5. Very little
- Overall, how would you rate the services provided by Miami-Dade County government? Choose ONE answer:
 - Very good
 - 2. Good
 - 3. So-so
 - 4. Poor
 - 5. Very poor
 - Don't know

How would you rate each of the following government-managed services, programs, or attributes? Choose ONE answer for each line across:

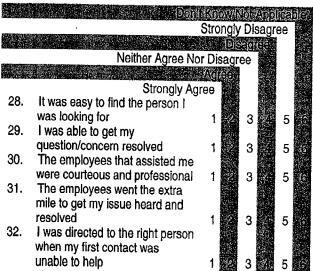


CUSTOMER SERVICE

- 24. When you need to contact the County government directly, what is the <u>primary</u> resource you use to find out where to call or visit? *Choose ONE answer:*
 - 1. Blue pages (telephone book)
 - 2. Miami-Dade Television Cable Channel (MDTV)
 - 3. Miami-Dade County Answer Center (305-468-5900)
 - 4. Call 411
 - 5. Website (miamidade.gov)
 - 6. Other____

- 25. How helpful is this resource? Choose ONE answer:
 - Very helpful
 - 2. Quite helpful
 - 3. Somewhat helpful
 - Of little help
 - 5. Of no help
- 26. Have you personally contacted, either by phone or in person, any Miami-Dade County government departments in the last 6 months? Choose ONE answer:
 - . No (Skip to Q. 35)
 - 2. Yes, once or twice
 - 3. Yes, three to five times
 - 4. Yes, six times or more
- 27. Regarding which service did you need to most recently contact Miami-Dade County government?

Thinking about that most recent contact experience, would you say you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree with the following? Choose ONE answer for each line across:



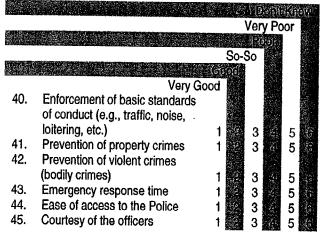
- 33. All in all, how satisfied were you with this experience? Choose ONE answer:
 - Very satisfied
 - 2. Satisfied
 - 3. Neither satisfied nor dissatisfied
 - 4. Dissatisfied
 - 5. Very dissatisfied
- 34. How many individuals did you need to interact with <u>until</u> you got your issue or concern addressed? _____ # of contacts.
- 35. {Skip this question if you have contacted the County government in the last 6 months} If you have not personally contacted Miami-Dade County government, would you say that the main reason was...? Choose ONE answer:
 - 1. You had no need to contact
 - 2. You tried to, but it was too difficult to make the contact
 - 3. You wanted to, but felt it would be too difficult or it would be of no value
 - 4. Other

CONTACT

- 36. If you needed to call the County government, after how many rings would you expect the telephone to be answered? _____# of rings
- 37. If you called the County government and your request for information could not be addressed immediately, how long would you expect someone to get back to you? Write in a number and circle the timeframe _____min / hr / days
- 38. If you called the County government and the person who first answers the phone could not address your request for information, how many transfers to find the right person would you consider as acceptable? _____ # of transfers
- 39. If you visited a County government office and did not have an appointment, how long would you consider it acceptable to wait? _____ min.

ABOUT YOUR NEIGHBORHOOD

How would you rate the following aspects of the Police Service you receive? *Choose ONE answer for each line across:*



- 46. All in all, how satisfied are you with the Police service you receive? Choose ONE answer:
 - 1. Very satisfied
 - 2. Satisfied
 - 3. Neither satisfied nor dissatisfied
 - 4. Dissatisfied
 - 5. Very dissatisfied
- 47. All in all, how safe do you feel walking alone in your neighborhood during the day? Choose ONE answer:
 - 1. Extremely safe
 - 2. Quite safe
 - 3. Safe
 - 4. Unsafe
 - 5. Very unsafe
- 48. All in all, how safe do you feel walking alone in your neighborhood during the evening? Choose ONE answer:
 - 1. Extremely safe
 - 2. Quite safe
 - 3. Safe
 - 4. Unsafe
 - 5. Very unsafe

Thinking about just your neighborhood, would you rate each of the following as a major problem, minor problem, or not a problem? Choose ONE answer for each line across:

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	(11)	ord Yorlah	ी(१)		
	Major P	roblem			
49.	Vacant lots or abandoned properties	1	12	3	1/3
50.	Homelessness in your		7		
	neighborhood/area	1	~!3 <u>`</u>	3	1
51.	Pollution	1	35	3	7
52.	Flooding	1	3/37	3	
53.	Amount of run-down houses and				
	buildings	1	100	3	
54.	Litter, debris, abandoned cars, etc.	1	2	3	74.
5 5 .	Loitering youth	1	2	3	4
56.	Congestion on the roadways	1	2	3	ŽI.
57 <i>.</i>	Crime	1	92,	3	
58.	Graffiti	1		3	
59.	Lack of recreational and park services	s 1	2	3	74
60.	Lack of access to affordable housing	1	2	3	4

COMMUNICATIONS

- 61. Where do you usually get your "news" about the County government? Choose ONE answer:
 - 1. Neighbors or friends
 - 2. Radio
 - 3. Television (e.g., MDTV, evening news, etc.)
 - 4. Newspaper (e.g., County Citizen, Herald, etc.)
 - 5. Website (miamidade.gov)
 - 6. Other_____
- 62. In what light does this news generally portray County government? *Choose ONE answer:*
 - It puts the County government in a very positive light
 - 2. Sometimes positive, sometimes negative, but overall positive
 - 3. Neither positive nor negative
 - Sometimes positive, sometimes negative, but overall negative
 - 5. Very negative
- 63. Do you feel this information is credible? Choose ONE answer:
 - 1. Very credible
 - 2. Quite credible
 - 3. Somewhat credible
 - 4. Of little credibility
 - Of no credibility

TAXES

- 64. To what extent do you agree or disagree with the following statement: Taxes are too high, just right, or too low for the amount and quality of County services that I am receiving. (Just think of taxes paid to Miami-Dade County and not to the Miami-Dade County School System, which is a separate entity.) Choose ONE answer:
 - 1. Too High
 - 2. Just Right
 - 3. Too Low

- 65. Is there another community in Miami-Dade County you feel receives better services than the area that you now live in?

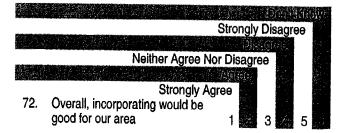
 Choose ONE answer:
 - 1. Yes
 - 2. No (Skip to Q.69)
- 66. What community is that?
- 67. What service or particular aspect of a service do you feel they receive that is better than what you now receive?
- 68. How much more would you be willing to pay a year to receive that level or quality of service?

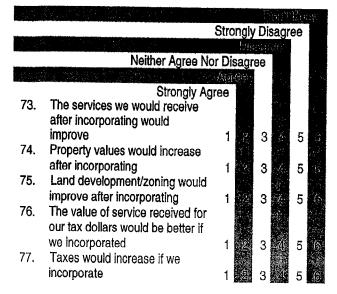
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INCORPORATION

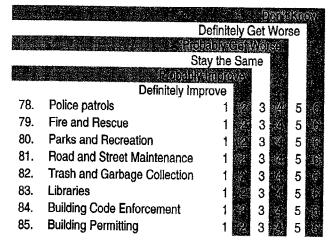
- 69. How much do you feel you know about incorporation in your area? Incorporation is defined as creating a city, town or village within Miami-Dade County. Examples include the Cities of Hialeah, South Miami or Coral Gables. Would you say you have...? Choose ONE answer:
 - 1. A great deal of understanding
 - Good understanding
 - 3. Some understanding
 - 4. Little understanding
 - 5. No understanding
- 70. How much discussion or interest has there been in your area about incorporating? *Choose ONE answer:*
 - 1. A great deal of discussion or interest
 - 2. Good amount
 - 3. Some
 - 4. Very little
 - 5. No discussion/interest
 - 6. Don't know/don't care
- 71. What resource do you primarily use to receive information about incorporation? *Choose ONE answer:*
 - 1. Newspapers (like Miami Herald, the Citizen, etc.)
 - 2. Community neighborhood meetings (Municipal Advisory Committees, others)
 - 3. Condominium meetings
 - 4. Homeowners association
 - 5. TV and/or radio
 - 6. Conversations with friends or neighbors
 - 7. Other

Thinking about incorporation for your area, to what extent do you agree or disagree with each of the following statements? *Choose ONE answer for each line across:*





For each of the following services, to what extent to do you feel these would change if you incorporate? Choose ONE answer for each line across:



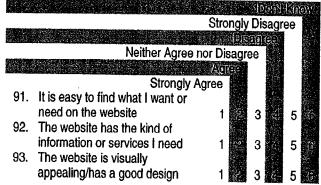
- 86. Which of the following best represents your view of incorporation? Choose ONE answer:
 - 1. Prefer to remain unincorporated
 - 2. Prefer to incorporate
 - 3. Prefer to be annexed into another area
 - 4. Not sure/need more information
 - 5. Other
- A. Please explain the reasons for your answer. Write your answer below (use separate paper if you need more space):

WEBSITE

- 87. Were you aware that the County government has a web site (miamidade.gov)? Choose ONE answer:
 - 1. Yes
 - 2. No
- 88. Do you have Internet access? Choose ONE answer:
 - 1. Yes
 - 2. No

- 89. How often have you visited Miami-Dade County government's website in the past 6 months? Choose ONE answer:
 - 1. Never visited/None (Skip to Q. 95)
 - 2. Once or twice
 - 3. Several times
 - 4. About once a month
 - 5. About once a week or more frequently
- 90. How would you rate your experience with Miami-Dade County's website compared to other web sites you have visited (either government or private)? Choose ONE answer:
 - 1. Very good
 - 2. Good
 - 3. So-so
 - 4. Poor
 - 5. Very poor

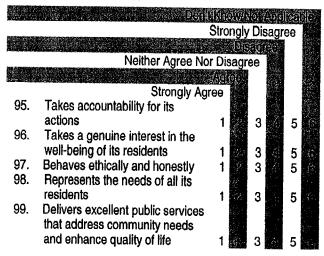
Thinking about the website, to what extent do you agree or disagree with each of the following? Choose ONE answer for each line across:



- 94. For what reason have you primarily used the Miami-Dade website? Choose ONE answer:
 - Just surfing
 - 2. General information
 - Information on a particular service
 - 4. To make a payment
 - Other

THE COUNTY GOVERNMENT OVERALL

To what extent do you agree or disagree with each of the following statements about Miami-Dade County government? Choose ONE answer for each line across:



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	Strongly Ag	ree					
100.	Provides a safe, quality						
	neighborhood	1	15	3	2	5	10.
101.		•		Ĭ		Ĭ	93.
	system	1	· 5	3	1	5	75
102.	Effectively promotes growth of	•		Ĭ		Ĭ	
	business in the County	1		3	1	5	
103.	Effectively develops low	-				. •	
	income/poor areas in the County	1		3	1	5	
104.	Encourages healthy and					-	
	repeated tourism	1	2	3		5	6
105.	Attracts community-enhancing						
	companies to Miami-Dade						
	County	1	22.	3		5	(6)
106.	Uses your tax dollars wisely	1	2.	3	4	5	lô.
107.	Continuously improves services	1	2	3	1	5	(6)
108.							
	timely basis regarding matters						
100	affecting them	1	100	3	4.0	5	
109.							
	and uses new methods and			_			
	technologies	1	1/4	3		5	6

- 110. To what extent do you agree or disagree: It is easy to express my opinion to the County government on matters that affect me. Choose ONE answer:
 - Strongly agree
 - 2. Agree
 - 3. Neither agree nor disagree
 - 4. Disagree
 - Strongly disagree

FINAL QUESTIONS

- 111. Would you recommend Miami-Dade County as a place to live to your family, friends, or colleagues? *Choose ONE answer:*
 - 1. Yes, definitely
 - 2. Yes, probably
 - 3. Not sure
 - 4. No, probably not
 - 5. No, definitely not
- 112. Do you believe County government will take action on the issues identified in this survey? Choose ONE answer:
 - Yes, definitely
 - 2. Yes, probably
 - 3. Not sure
 - 4. No, probably not
 - 5. No, definitely not

J	government could take <u>now</u> to improve your area/quality of life what would they be? Write your answer below (use separate paper if you need more space):
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DEMOGRAPHICS

The following questions ask about personal information. These answers are important to make sure that the survey answers represent all members of the community. Answers are grouped together and individual responses are kept strictly anonymous and confidential. If you feel you do not want to supply this information you may just skip these questions.

- 113. Are you...? Choose ONE answer:
 - 1. Male
 - 2. Female
- 114. What is you race/ethnic background? Choose ONE answer:
 - 1. White/Caucasian
 - 2. Black/African American
 - 3. Hispanic/Latino
 - 4. Asian/Pacific Islander
 - 5. Native American
 - 6. Other
- 115. What type of residence do you live in? Choose ONE answer:
 - 1. Single family unit
 - 2. Duplex or multi-family unit
 - 3. Apartment/Condominium home not part of a complex or community
 - 4. Apartment/Condominium home that is part of a complex or community
 - 5. Other
- 116. Do you own or rent your residence? Choose ONE answer:
 - 1. Own
 - 2. Rent
- 117. How long have you lived in Miami Dade County? Choose ONE answer:
 - 1. Less than 6 months
 - 2. 6 months but less than 1 year
 - 3. 1 to 2 years
 - 4. More than 2 years but less than 5 years
 - 5. 5 years or more
- 118. What is your age? Choose ONE answer:
 - 1. 24 years old or under
 - 2. 25 to 34 years old
 - 3. 35 to 44 years old
 - 4. 45 to 54 years old
 - 5. 55 to 64 years old
 - 6. 65 years or older

119. What is the combined annual income of all members of your household from all sources? Choose ONE answer:
1. Under \$25,000
2. \$25,000 to \$49,000
3. \$50,000 to \$74,000
4. \$75,000 to \$99,000
5. \$100,000 to \$199,000
6. \$200,000 or more
120. Are you a registered voter? Choose ONE answer:
1. Yes
2. No
3. Don't remember
121. Would you like someone in the County government to call you so you can express other ideas or concerns you may have?

Choose ONE answer:

1. Yes

2. No

For what purpose would you like the County government to contact you? Write your answer below (use separate paper i you need more space):

Please place your completed survey into the pre-addressed, postage-paid envelope provided and drop in any mailbox.

Thank you very much for your time and participation in this important Miami-Dade County Government Initiative!



Countywide Resident Satisfaction Survey

Dear Miami-Dade County Resident:

Recently your household was sent a postcard from County Manager Steve Shiver stating that your household was randomly selected to participate in the 2003 Resident Satisfaction Survey. Miami-Dade County government wants to improve its services and it needs to hear your views to better meet your service expectations. This questionnaire will take you about 10 - 15 minutes to complete and we appreciate your participation.

This survey should only be completed by residents of Miami-Dade County (i.e., people who live within Miami-Dade County). The Hay Group, an internationally recognized survey research firm, is handling all processing of the results. Please be assured that all responses will be grouped together and remain **anonymous**. Your input in this random sample is very important and your responses will be treated **confidentially**. If a question does not apply to you, or you have no idea how to answer, skip it or circle the choice labelled "Don't Know or Not Applicable".

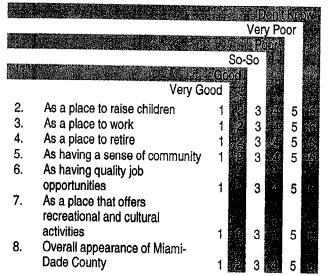
Please note: By turning this survey over, you may complete it in Spanish.

Please **reply within 5 days** using the enclosed pre-paid, pre-addressed envelope to the Hay Group. If you have any questions, please contact Miami-Dade's survey hotline at 305-375-1111 or e-mail to hayinsight@haygroup.com. Thank you in advance for your participation.

IN GENERAL

- Overall, how would you rate Miami-Dade County as a place to live? Choose ONE answer by circling the number:
 - 1. One of the best places to live
 - Above average
 - 3. Average
 - Below average
 - 5. One of the worst

How would you rate Miami-Dade County regarding each of the following? *Choose ONE answer for each line across:*



9. When you think of Miami-Dade County government, what comes to mind? Write your answer below:

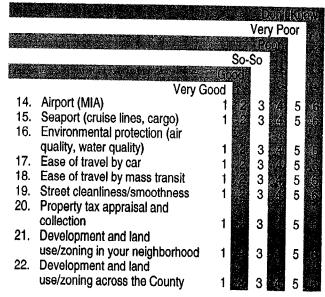
SERVICES

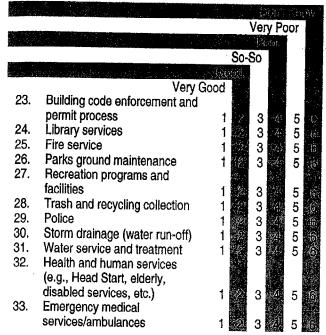
- How much do you know about the services provided by Miami-Dade County government? Choose ONE answer:
 - A great deal
 - 2. Quite a bit
 - 3. Some
 - 4. Little
 - 5. Very little
- 11. Overall, how would you rate the services provided by Miami-Dade County government? Choose ONE answer:
 - Very good
 - 2. Good
 - 3. So-so
 - 4. Poor
 - 5. Very poor
 - 6. Don't know

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- Do you live in a municipality within Miami-Dade County? (A municipality is a city, town or village in the geographic area of Miami-Dade County. Examples include the Cities of Hialeah, South Miami or Coral Gables.)
 - 1. Yes
 - 2. No (Skip to Q.14)
- 13. Overall, how would you rate the services provided by your municipality? *Choose ONE answer:*
 - 1. Very good
 - Good
 - So-so
 - 4. Poor
 - 5. Very poor
 - 6. Don't know

How would you rate each of the following government-managed services, programs, or attributes? *Choose ONE answer for each line across:*





CUSTOMER SERVICE

- 34. When you need to contact the County government directly, what is the <u>primary</u> resource you use to find out where to call or visit? *Choose ONE answer:*
 - 1. Blue pages (telephone book)
 - 2. Miami-Dade Television Cable Channel (MDTV)
 - Miami-Dade County Answer Center (305-468-5900)
 - 4. Call 411
 - 5. Website (miamidade.gov)
 - 6. Other
- 35. How helpful is this resource? Choose ONE answer:
 - Very helpful
 - 2. Quite helpful
 - Somewhat helpful
 - 4. Of little help
 - Of no help
- 36. Have you personally contacted, either by phone or in person, any Miami-Dade County government departments in the last 6 months? Choose ONE answer:
 - 1. No (skip to Q. 45)
 - 2. Yes, once or twice
 - 3. Yes, three to five times
 - 4. Yes, six times or more
- Regarding which service did you need to most recently contact Miami-Dade County government? Write your answer below:

Thinking about that most recent contact experience, would you say you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree with each of the following? Choose ONE answer for each line across:

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		/ (ej (e	À	ž.		
	Strongly Ag	ree				
38.	It was easy to find the person I		100 m			
	was looking for	1	2	3 4	5	
39.	I was able to get my					
	question/concern resolved	1		3	5	-{ŝ.
40.	The employees that assisted me					
	were courteous and professional	1		3 4	5	(a)
41.	The employees went the extra					
	mile to get my issue heard and			S, T		
	resolved	1		3	5	(3)
42.	I was directed to the right person					
	when my first contact was					
	unable to help	1		3 4	5	(3)

- 43. All in all, how satisfied were you with this experience? Choose ONE answer:
 - 1. Very satisfied
 - 2. Satisfied
 - 3. Neither satisfied nor dissatisfied
 - 4. Dissatisfied
 - 5. Very dissatisfied
- 44. How many individuals did you need to interact with <u>until</u> you got your issue or concern addressed? _____ # of contacts.
- 45. **{Skip this question if you have contacted the County government in the last 6 months}** If you have not personally contacted Miami-Dade County government, would you say that the <u>main</u> reason is because...? Choose ONE answer:
 - 1. You have had no need to contact
 - 2. You <u>tried</u> to, but it was too difficult to make the contact
 - 3. You wanted to, but felt it would be too difficult or it would be of no value
 - 4. Other

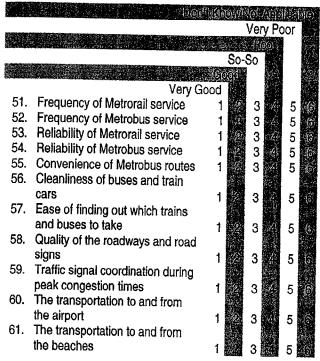
CONTACT

- 46. If you needed to call the County government, after how many rings would you expect the telephone to be answered? _____# of rings
- 47. If you called the County government and your request for information could not be addressed immediately, how long would you expect someone to get back to you? Write in a number and circle the timeframe _____min / hr / days
- 48. If you called the County government and the person who first answers the phone could not address your request for information, how many transfers to find the right person would you consider as acceptable? ______ # of transfers
- 49. If you visited a County government office and did not have an appointment, how long would you consider it acceptable to wait? _____ min.

TRANSPORTATION

- 50. How frequently do you use Mass transportation? *Choose ONE answer:*
 - 1. Almost every day
 - 2. One to three times a week
 - 3. One to three times a month
 - Less than once a month.

How would you rate each of the following aspects of transportation? Choose ONE answer for each line across:



- 62. To what extent do you agree or disagree: The County is pedestrian friendly. *Choose ONE answer*:
 - Strongly agree
 - 2. Agree
 - 3. Neither agree nor disagree
 - 4. Disagree
 - 5. Strongly disagree

ABOUT YOUR NEIGHBORHOOD

- 63. All in all, how safe do you feel walking alone in your neighborhood during the day? Choose ONE answer:
 - 1. Extremely safe
 - 2. Quite safe
 - 3. Safe
 - 4. Unsafe
 - 5. Very unsafe
- 64. All in all, how safe do you feel walking alone in your neighborhood during the evening? Choose ONE answer:
 - 1. Extremely safe
 - 2. Quite safe
 - 3. Safe
 - 4. Unsafe
 - 5. Very unsafe

Thinking about just your neighborhood, would you rate each of the following as a major problem, minor problem, or not a problem? Choose ONE answer for each line across:

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N	ot a Probl	em	
Milifosi	Problem		
Major Pro	blem 📑		6
65. Vacant lots or abandoned properties	1 💀	3	1
66. Homelessness	1 2	3	10
67. Pollution	1	3	1/1
68. Flooding	1 2	3	de
69. Amount of run-down houses		ľ	
and buildings	1	3	
70. Litter, debris, abandoned cars, etc.	1 2	3	1
71. Loitering youth	1	3	
72. Congestion on the roadways	1	3	
73. Crime	1 10	3	
74. Graffiti		3	
75. Lack of affordable recreational and park		٦	
services	1 3	3	
76. Lack of affordable housing	4	o o	
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COMMUNICATIONS

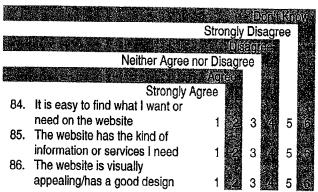
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 - 3. Television (e.g., MDTV, evening news, etc.)
 - 4. Newspaper (e.g., County Citizen, Herald, etc.)
 - 5. Website (miamidade.gov)
 - 6. Other
- 78. In what light does this news generally portray County government? *Choose ONE answer:*
 - It puts the County government in a very positive light
 - 2. Sometimes positive, sometimes negative, but overall positive
 - 3. Neither positive nor negative
 - Sometimes positive, sometimes negative, but overall negative
 - Very negative
- 79. Do you feel this information is credible? Choose ONE answer:
 - 1. Very credible
 - 2. Quite credible
 - 3. Somewhat credible
 - 4. Of little credibility
 - 5. Of no credibility

WEBSITE

- 80. Were you aware that the County government has a web site (miamidade.gov)? Choose ONE answer:
 - 1. Yes
 - 2. No
- 81. Do you have internet access? Choose ONE answer:
 - 1. Yes
 - 2. No

- 82. How often have you visited Miami-Dade County government's website in the past 6 months? Choose ONE answer:
 - 1. Never visited/None (Skip to Q. 88)
 - 2. Once or twice
 - 3. Several times
 - 4. About once a month
 - 5. About once a week or more frequently
- 83. How would you rate your experience with Miami-Dade County's website compared to other web sites you have visited (either government or private)? Choose ONE answer:
 - 1. Very good
 - 2. Good
 - 3. So-so
 - 4. Poor
 - Very poor

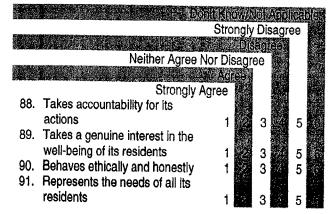
Thinking about the website, to what extent do you agree or disagree with each of the following? Choose ONE answer for each line across:



- 87. For what reason have you primarily used the Miami-Dade website? Choose ONE answer:
 - 1. Just surfing
 - 2. General information
 - 3. Information on a particular service
 - 4. To make a payment
 - Other

THE COUNTY GOVERNMENT OVERALL

To what extent do you agree or disagree with each of the following statements about Miami-Dade County government? Choose ONE answer for each line across:



Datt Krown and Anti-				
	Strongl	y Disag	ree	
		Spigitors		1,
Neither Agree N	lor Disag	ree		
Strongly A				
92. Delivers excellent public services				
that address community needs				
and enhances quality of life 93. Has an effective transportation	1	3	5	
The and endoure transportation				
system 94. Effectively promotes growth of	1	3	5	13:
94. Effectively promotes growth of business in the County	4	_	_	
95. Effectively develops low	l M	3	5	(3)
income/poor areas in the County	4		_	
96. Encourages healthy and repeated	, '	3 4	5	313.
tourism	1	3	5	
97. Attracts community-enhancing		J	J	: (3.0) (3.6)
companies to Miami-Dade County	/ 1	3	5	
98. Uses your tax dollars wisely	i	3	5	Ŕ
99. Continuously improves services	1 2	3 4	5	ล์
100. Communicates to residents on a				
timely basis regarding matters			× × × × × × × × × × × × × × × × × × ×	
that affect me	1 2	3 4	5	(è
101. Is innovative in how it operates				
and uses new methods and				
technologies	1 💯	3	5	()

- 102. To what extent do you agree or disagree: It is easy to express my opinion to the County government on matters that affect me. Choose ONE answer:
 - 1. Strongly agree
 - 2. Agree
 - 3. Neither agree nor disagree
 - 4. Disagree
 - 5. Strongly disagree
 - 6. Don't know

FINAL QUESTIONS

- 103. Would you recommend Miami-Dade County as a place to live to your family, friends, or colleagues? Choose ONE answer:
 - Yes, definitely
 - 2. Yes, probably
 - 3. Not sure
 - 4. No, probably not
 - 5. No, definitely not
- 104. Do you believe County government will take action on the issues identified in this survey? Choose ONE answer:
 - 1. Yes, definitely
 - 2. Yes, probably
 - 3. Not sure
 - 4. No, probably not
 - 5. No, definitely not

A. If there are one or two quick actions that Miami-Dade County government could take <u>now</u> to improve your area/quality of life, what would they be? Write your answer below (use separate paper if you need more space):	110. What is your age? Choose ONE answer: 1. 24 years old or under 2. 25 to 34 years old 3. 35 to 44 years old 4. 45 to 54 years old 5. 55 to 64 years old 6. 65 years or older
	111. What is the combined annual income of all members of your household from all sources? Choose ONE answer:
	1. Under \$25,000 2. \$25,000 to \$49,000 3. \$50,000 to \$74,000 4. \$75,000 to \$99,000 5. \$100,000 to \$199,000 6. \$200,000 or more
	112. Are you? Choose ONE answer:
DEMOGRAPHICS	 Currently employed in Miami-Dade County Currently employed but not in Miami-Dade County Retired Not currently employed, but not retired
The following questions ask about personal information. These answers are important to make sure that the survey answers represent all members of the community. Answers are grouped together and individual responses are kept strictly anonymous and confidential. If you feel you do not want to supply this information you may just skip these questions.	 113. Are you a registered voter? Choose ONE answer: 1. Yes 2. No 3. Don't know 114. Would you like someone in the County government to call
105. Are you? Choose ONE answer:	you so you can express other ideas or concerns you may have?
1. Male 2. Female	1. Yes 2. No
106. What is your race/ethnic background? Choose ONE answer:	B. For what purpose would you like the County government
 White/Caucasian Black/African American Hispanic/Latino Asian/Pacific Islander Native American Other 	to contact you? Write your answer below (use separate paper if you need more space):
107. What type of residence do you live in? Choose ONE answer:	
 Single family unit Duplex or multi-family unit Apartment/Condominium home not part of a complex or community Apartment/Condominium home that is part of a 	
complex or community 5. Other	
08. Do you own or rent your residence? Choose ONE answer: 1. Own 2. Rent	Please place your completed survey in the pre-addressed, postage-paid enveloperations and provided and drop in any mailbox

to pe

Thank you very much for your time and participation in this important Miami-Dade County Government Initiative!

4. More than 2 years but less than 5 years 5. 5 years or more

3. 1 to 2 years

1. Less than 6 months

2. 6 months but less than 1 year

ONE answer:

109. How long have you lived in Miami-Dade County? Choose